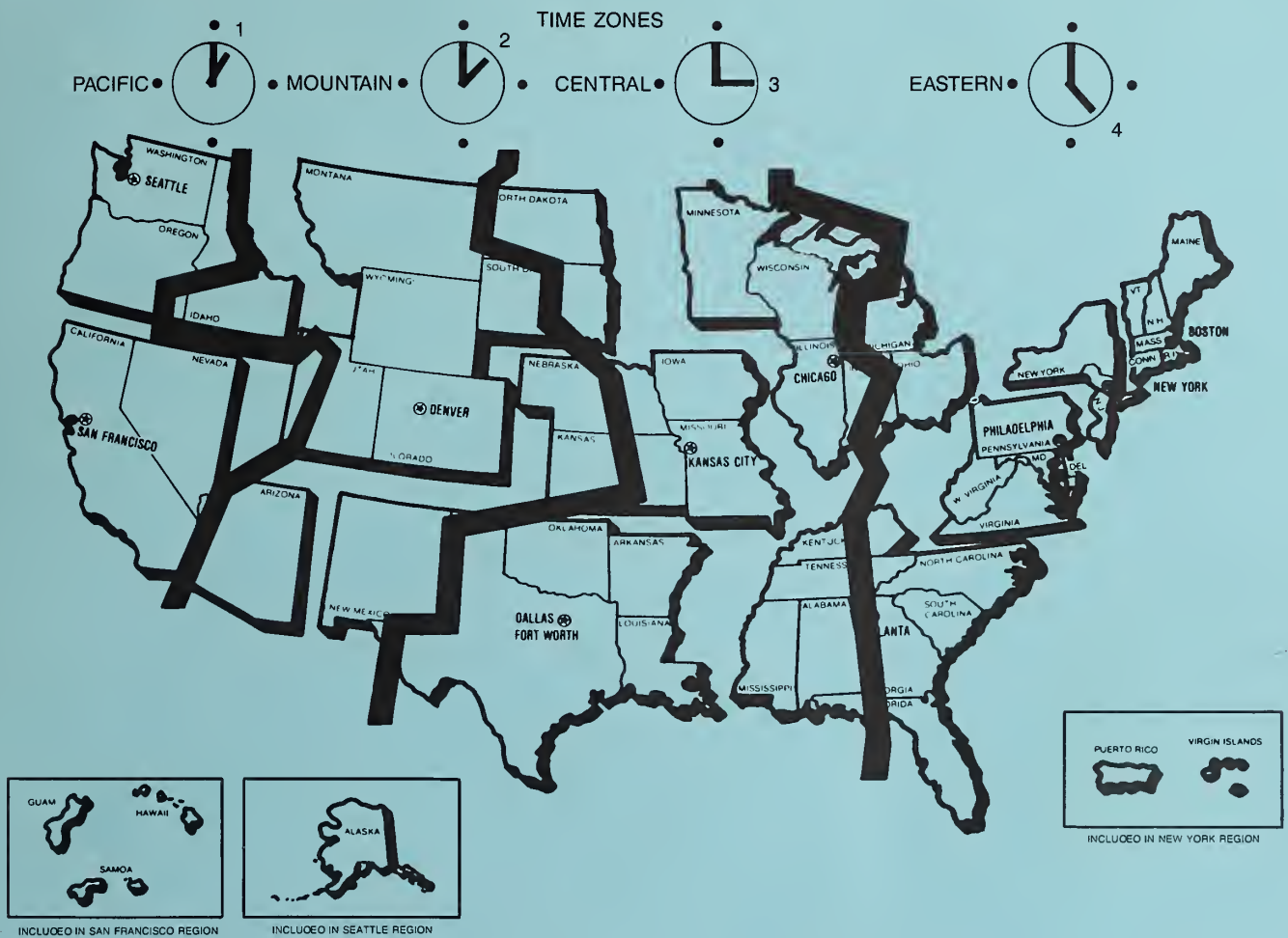


# Health Care Financing Administration INTERMEDIARY AND CARRIER DIRECTORY



Department of  
Health and Human Services  
Health Care Financing Administration  
Bureau of Program Operations  
HID-1 (1/87)

HISTORY  
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1987



RA  
412.3  
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1987

INTERMEDIARY-CARRIER  
DIRECTORY REVISION  
U.S. Department of  
Health and Human Services  
HEALTH CARE FINANCING ADMINISTRATION

HID-1

January 1987

REV 27

This is Revision 27 of the Intermediary-Carrier Directory. Discard all previous revisions, since all sections of the directory have been updated.

The directory is intended for the internal use of the Health Care Financing Administration staff in facilitating contact with Medicare Intermediaries and Carriers. Any inquiries regarding the content of this directory or changes to the information contained herein should be referred to the Health Care Financing Administration, Division of Contracts, Room 332, Meadows East Building, 6325 Security Boulevard, Baltimore, Maryland 21207.

COMMUNICATING WITH INTERMEDIARIES OR CARRIERS

The rights and obligations of Intermediaries and Carriers and of the Secretary are covered under the Medicare contracts. No requests should be made of contractors unless specifically authorized by these contracts. Any questions in this regard should be addressed to the Bureau of Program Operations, Office of Program Administration, Division of Contracts, Room 332 Meadows East Building.



## INTERMEDIARY-CARRIER DIRECTORY

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### PLEASE NOTE

All work days begin on Monday and  
end on Friday unless otherwise stated.

All hours are from a.m. to p.m.

### ABBREVIATIONS:

RHC = Rural Health Clinics  
CHC = Community Health Centers  
HHA = Home Health Agencies  
HL = Histocompatibility Labs (Independent)  
OPA = Organ Procurement Agencies (Independent)  
PE = Parenteral/Enteral





PART I - BLUE CROSS AND BLUE SHIELD ASSOCIATIONPHONEBLUE CROSS AND BLUE SHIELD ASSOCIATION

676 North St. Clair Street, Chicago, Illinois 60611

Hours: 8:30 - 4:30

FTS 8-312-440-6000  
(Direct Dial)

Bernard R. Tresnowski, President

440-6010

J. Bruce Cardwell, Executive Vice President

440-5904

Edward Sellers, Senior Vice President, Business Support

440-5690

Harry P. Cain, II, Sr. Vice Pres., Federal Programs Division

440-6149

BLUE CROSS PLANSALABAMABLUE CROSS AND BLUE SHIELD OF ALABAMA

450 Riverchase Parkway, East Birmingham, Alabama 35298

Hours: 8:00 - 4:45

FTS 8-205-988-2100  
(Direct Dial)

William H. Mandy, President and Chief Executive Officer

988-2118

E.G. Thrasher, Executive Vice President

988-2116

Charles R. Hartsell, Sr. Vice Pres. of Claims and Legislative Affairs

988-2126

Norman Love, Director, Federal Programs

988-2137

Lynda Northcutt, Manager, Medicare A Claims

988-2992

ALASKA

(See Blue Cross of Washington/Alaska)

ARIZONABLUE CROSS AND BLUE SHIELD OF ARIZONA, INC.

P.O. Box 13466, Phoenix, Arizona 85002

(Street Address: 2444 W. Las Palmaritas Drive  
Phoenix, Arizona 85021)

Hours: 8:00 - 4:30

FTS 8-602-864-4400  
(Direct Dial)

Robert B. Bulla, President

864-4444

Hubert Pressley, Sr. Vice President &amp; Treasurer

864-4222

Susan Nash, Director, Provider Reimbursement Department

864-4224

Jody Chandler, Vice President, Claims

864-4445

Rick Boals, Vice President, Finance

864-4305

ARKANSAS

ARKANSAS BLUE CROSS AND BLUE SHIELD, INC.  
601 Gaines Street, Little Rock, Arkansas 72203  
 Hours: 8:00 - 4:45

FTS Operator 8-740-5011  
 378-2334

George K. Mitchell, M.D., President	378-2133
H. T. Gardner, Executive Vice President	378-2135
P. Mark White, Senior Vice President	378-2208
Robert L. Shoptaw, Executive Vice President	378-2242
Jim Patton, Staff Attorney, Hearing & Appeal Officer	378-2375
Theresa Milligan, Govt. Programs Coordinator	378-2078
Gerald James, Vice President, Govt. Programs	378-2334
Amanda Crosby, Manager Provider Audit & Reimbursement	378-2248

CALIFORNIA

BLUE CROSS OF CALIFORNIA  
P.O. Box 70000, Van Nuys, California 91470  
 (St. Address: 21555 Oxnard St., Woodland Hills, CA 91470)  
 Hours: 8:00 - 4:30

FTS 8-818-703-2345  
 (Direct Dial)

SPECIAL CLAIMS: HHA, INDEPENDENT HOSPICES (WEST)

Leonard D. Schaeffer, President & Chief Executive Officer	703-3150
Charlotte Smith, Senior Vice President, Government Programs	703-2316
Joe Tuma, Director, Provider Audit Department	703-2971
Juliette Chenian, Manager, Medicare Claims	703-3652
Patricia Johnson, Vice President, Government Programs	703-3192

COLORADO

ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICE  
(d/b/a BLUE CROSS AND BLUE SHIELD OF COLORADO)  
700 Broadway, Denver, Colorado 80273  
 Hours: 8:00 - 4:30

FTS 8-303-831-2134  
 (Direct Dial)

SPECIAL CLAIMS: RHC

Don Blanchard, President	831-2818
John R. Galbraith, Senior Vice President, Operations	831-2802
*Tom Gillgannon, Vice President, Government Operations	831-2788
Stephen Endres, Vice President, Finance & Actuarial Services	831-2647
James Wanebo, Director, Medicare Claims	831-2943
Susan Schutte, Director, Government Services	831-2276

\*Medicare Coordinator



PHONECONNECTICUT

BLUE CROSS AND BLUE SHIELD OF CONNECTICUT, INC.  
370 Bassett Road, North Haven, Connecticut 06473

FTS 8-203-239-4911  
 (Direct Dial)

John Croweak, President and Chief Operating Officer  
 Anthony J. Martin, Sr. Vice President, Provider Relations  
 John Anderson, Vice President, Government Programs  
 James M. Buccheri, Director, Government Programs

265-8101  
 265-8102

DELAWARE

BLUE CROSS AND BLUE SHIELD OF DELAWARE, INC.  
One Brandywine Gateway, P.O. Box 1991  
Wilmington, Delaware 19899

FTS Operator 8-487-6011  
 (302) 421-3000

Robert C. Cole, Jr., President  
 Gilbert P. Bardsley, Senior Vice President  
 Ralph Crouch, Senior Vice President and Treasurer  
 Alan T. Marshall, Vice President, Claims Administration  
 George H. English, Jr., Director, Government Business Claims

421-3020  
 421-3191  
 421-3150  
 421-3074  
 421-3293

DISTRICT OF COLUMBIA

GROUP HOSPITALIZATION AND MEDICAL SERVICES, INC.

FTS 8-202-479-8000

(d/b/a BLUE CROSS AND BLUE SHIELD OF THE NATIONAL CAPITAL AREA) (Direct Dial)

550 Twelfth Street, S.W., Washington, D.C. 20024

Hours: (Flexible) 7:30-3:00 - (Core) 9:00 - 3:00

District of Columbia; Maryland Counties of Prince Georges & Montgomery;  
 Virginia Counties of Arlington & Fairfax & City of Alexandria

Joseph P. Gamble, President, Exec. Division & Ch., Exec. Officer  
 Benjamin W. Giuliani, Executive Vice President  
 Wright B. Poffenberger, Vice President, Finance  
 Paul Legendre, Manager, Part A Claims Department  
 Simone J. Pace, Sr. Vice President, Customer Services  
 Victor M. Bryant, President, Operating Division  
 Edwin P. Von Hoene, Vice President, Federal Programs

479-8713  
 479-8721  
 479-8321  
 662-3722  
 479-8848  
 662-3720

FLORIDA

BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.

P.O. Box 1798, Jacksonville, Florida 32231

(Street Address: 5249 Riverside Avenue

Jacksonville, Florida 32231)

FTS 8-904-791-6111  
 (Direct Dial)

Hours: 8:00 - 4:30

William E. Flaherty, President  
 Mike Cascone, Senior Vice President, Marketing  
 Antonio (Tony) Favino, Sr. Vice President, Government Program Operations  
 Patricia Williams, Vice President, Medicare A  
 W. Charles Scott, Director of Strategic Planning

GEORGIABLUE CROSS AND BLUE SHIELD OF GEORGIA, INC.

2357 Warm Springs Road, P.O. Box 7368

Columbus, Georgia 31908

Hours: 8:00 - 5:00

FTS 8-404-571-5371  
(Direct Dial)

Thomas Kinser, President & Chief Executive Officer  
 Joan Johnson, Sr. Vice President for Government Programs  
 Robert W. Ebert, Assistant Vice President, Medicare Claims

IDAHO

(See Blue Cross and Blue Shield of Oregon)

ILLINOISHEALTH CARE SERVICE CORPORATION

233 North Michigan Avenue, Chicago, Illinois 60601

Hours: 8:00 - 4:00

FTS 8-312-938-6206  
(Direct Dial)

## SPECIAL CLAIMS: HHA

S. Martin Hickman, President and Chief Executive Officer  
 Charles Goulet, Executive Vice President  
 Jack Nutting, Vice President, Govt. Contracts Div.  
 Thomas F. Meyer, Director, Provider Reimbursement & Audit  
 Marilee Pritchard, Medicare Coordinator  
 Cecilia Krull, Director, Government Contracts

938-6817  
 938-6498  
 938-6209  
 938-6264  
 938-6201  
 938-6205

INDIANAASSOCIATED INSURANCE COMPANIES, INC.

(d/b/a BLUE CROSS AND BLUE SHIELD OF INDIANA)

8320 Craig Street, Suite 100

Indianapolis, Indiana 46250-0452

Hours: 8:00 - 4:15

FTS 8-317-841-4405  
(Direct Dial)

Lloyd J. Banks, President, and Chief Executive Officer  
 Stephen Crickmore, Director, Medicare A  
 Joel Honigbaum, Director, Government Programs Support  
 Jerry Delp, Director, Audit and Reimbursement  
 Marsha Barker, Medicare Coordinator  
 Michael B. Henning, Sr. Vice President, Govt. Division

263-4703  
 841-4540  
 841-4402  
 841-4550  
 841-4405  
 841-4401

PHONEIOWABLUE CROSS OF IOWA

636 Grand Avenue, Station 28, Des Moines, Iowa 50309

Hours: 8:00 - 4:30

FTS 8-515-245-4618  
(Direct Dial)

## SPECIAL CLAIMS: HHA

D. Eugene Sibery, President

Willaim A. Stauffer, Executive Vice President

Richard D. Borchert, Vice President, Government Programs

BLUE CROSS OF WESTERN IOWA & SOUTH DAKOTA

Hamilton Boulevard and I-29, Sioux City, Iowa 51102

Hours: 7:45 - 4:30

FTS 8-712-279-8580  
(Direct Dial)

Harris W. Feldick, President

Harold W. Linden, Vice President, Govt. Programs

Nancy Harrison, Medicare Claims Manager

KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.

1133 Topeka Boulevard, P.O. Box 239, Topeka, Kansas 66601

Hours: 8:00 - 4:30

FTS 8-913-232-1000  
(Direct Dial)

G. Wayne Johnston, President

Thomas L. Miller, Sr. Vice President, Internal Affairs

Jay Lohmann, Vice President, Government Programs and Community Affairs

Douglas L. Burbach, Controller

KENTUCKYBLUE CROSS AND BLUE SHIELD OF KENTUCKY, INC.

9901 Linn Station Road, Louisville, Kentucky 40223

Hours: 8:00 - 4:30

FTS 8-502-423-2011  
(Direct Dial)

G. Douglas Sutherland, President

Richard A. Hermanson, Director, Government Programs Division

Frank F. Broadus, Jr., Vice President, Government Programs

LOUISIANALOUISIANA HEALTH SERVICE & INDEMNITY COMPANY

(d/b/a BLUE CROSS OF LOUISIANA)

5527 Reitz Avenue, Baton Rouge, Louisiana 70820-7006

Hours: 8:00 - 4:30

FTS 8-504-379-4126  
(Direct Dial)

John B. Johnson, Jr., President and Chief Executive Officer

922-1701

Ed Hanchey, Vice President, Provider Reimbursement &amp; Auditing

922-8625

J. D. Prejean, Corporate Vice President, Government Operations

379-4126

Mannie D. Paino, M.D., Medical Director/Part A

379-4139



MAINE

ASSOCIATED HOSPITAL SERVICE OF MAINE  
 (d/b/a MAINE BLUE CROSS AND BLUE SHIELD)  
 110 Free Street, Portland, Maine 04101

FTS 8-207-775-3536  
 (Direct Dial)

SPECIAL CLAIMS: HHA, RHC

George E. McLean, President  
 Fred I. Howard, Vice President, Government Programs  
 George W. Hansen, Senior Vice President and Treasurer  
 Peter Brown, Director of Audit and Reimbursement  
 Richard Haggerty, Medicare Coordinator  
 John Raeke, Director, Regional Home Health

MARYLAND

BLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.  
 700 East Joppa Road, Towson, Maryland 21204  
 Hours: 8:00 - 4:15

FTS Operator 8-922-3311  
 494-5555

All Maryland counties except Prince Georges and Montgomery  
 (See District of Columbia)

Carl J. Sardegna, President  
 James T. Thornton, Senior Vice President, Operations  
 Glenn A. Shimmel, Senior Director, Medicare Operations

494-5252  
 494-5936  
 561-4021

MASSACHUSETTS

BLUE CROSS OF MASSACHUSETTS  
 100 Summer Street, Boston, Massachusetts 02106  
 Hours: 8:00 - 4:00

FTS 8-617-956-2532  
 (Direct Dial)

David W. Frost, President  
 Thomas L. Huston, Executive Vice President  
 Richard Rogen, Vice President, Benefits Administration  
 Richard Commander, Assistant Vice President, Benefits Administration  
 Gerard P. Roche, Assistant Vice President, Government Programs  
 Robert B. V. Masters, Manager, Medicare A Claims

MICHIGAN

BLUE CROSS AND BLUE SHIELD OF MICHIGAN  
 600 Lafayette East, Detroit, Michigan 48226  
 Hours: 8:30 - 4:45

FTS 8-313-225-8200  
 (Direct Dial)

SPECIAL CLAIMS: HHA

John C. McCabe, Chairman of the Board & Chief Executive Officer  
 Donald G. Puscas, President  
 John Higbee, Vice President, Government Business  
 Carolyn Thomason, Director, Government Programs  
 Nancy S. Weigandt, Manager, Medicare Admin.  
 Jeanne Carlson, Director, Cost Reimbursement

225-0531  
 225-0538  
 225-0860  
 225-8335  
 225-8338  
 225-0589

PHONEMINNESOTABLUE CROSS AND BLUE SHIELD OF MINNESOTA

P.O. Box 64357, St. Paul, Minnesota 55164

(Street Address: 3535 Blue Cross Road

St. Paul, Minnesota 55164

Hours: 8:15 - 4:30

FTS 8-612-456-8000

(Direct Dial)

Andrew J. Czajkowski, President

456-8400

Norman C. Storbakken, Group Vice President &amp; Ch. Financial Officer

456-8040

Jennifer Joy Bahnemann, Director, Government Programs

456-8601

Daryl Blowers, Director, Provider Audit &amp; Reimbursement

456-8450

MISSISSIPPIBLUE CROSS AND BLUE SHIELD OF MISSISSIPPI, INC.

P.O. Box 1043, Jackson, Mississippi 39216

(Street Address: 3545 Lakeland Drive

Jackson, Mississippi 39208)

Hours: 8:00 - 4:30

FTS 8-601-932-3704

(Direct Dial)

W.C. Mosley, Chairman of the Board &amp; Chief Executive Officer

Aaron J. Johnston, President &amp; Chief Operating Officer

Maurine Blake, Senior Vice President &amp; Director of Federal Programs

Richard Lefoldt, Director, Medicare Reimbursement &amp; Audit

Sarah Burkett, Director, Medicare Benefits Administration

Larry Lawrence, Sr. V.P., Corporate Affairs &amp; Assistant to the President

Gary Dennis, Director, BC &amp; BS Provider Reimbursement

Rick Hale, Director, Alternate Reimb. &amp; Provider Relations

Jimmy Chaney, Director, Govt. Programs &amp; Special Project Systems Support

MISSOURIBLUE CROSS AND BLUE SHIELD OF MISSOURI

4444 Forest Park, St. Louis, Missouri, 63108

Hours: 8:15 - 5:00

FTS 8-314-658-4444

(Direct Dial)

Roy Heimbürger, President

Terry D. Watson, Senior Vice President, Operations

Himstedt Lester, Director, Government Programs

Robert G. Davis, Director, Contract Administration

MONTANABLUE CROSS AND BLUE SHIELD OF MONTANA, INC.

404 Fuller Avenue, Helena, Montana 59601

Hours: (Winter) 8:00 - 5:00 (Summer\*) 7:30 - 4:00

FTS Operator 8-585-5011

761-7310

Alan F. Cain, President

\*\*Carl Tanberg, Vice President, Provider Services

Mike Wagner, Medicare Manager

\*Summer hours begin Memorial Day and terminate Labor Day.

\*\* Medicare Coordinator

NEBRASKABLUE CROSS AND BLUE SHIELD OF NEBRASKA

P.O. Box 3248, Main Post Office Station,

Omaha, Nebraska 68180

(Street Address: 7261 Mercy Road

Omaha, Nebraska 68124)

Hours: (Winter) 8:00 - 4:30 (Summer\*) 7:30 - 4:00

FTS 8-402 390-1883

(Direct Dial)

William H. Heavey, President

David Realph, Sr. Vice President, Finance and Government Programs

John T. Hines, Director, Federal Programs

\*Summer hours begin Memorial Day and terminate Labor Day.

NEW HAMPSHIRENEW HAMPSHIRE-VERMONT HEALTH SERVICE

Two Pillsbury Street, Concord, New Hampshire 03301

Hours: 8:00 - 4:30

FTS 8-603-224-9511

(Direct Dial)

SPECIAL CLAIMS: RHC

Frank Jillson, President

William Regan, Vice President, Medicare Claims/Utilization Data

NEW JERSEYBLUE CROSS AND BLUE SHIELD OF NEW JERSEY INC.

33 Washington St., Newark, New Jersey 07102

Hours: 8:00 - 5:00

FTS 8-201-456-2000

(Direct Dial)

Duane E. Minard, Chairman of the Board

Donald M. Daniels, President

Joan F. Boyle, Executive Vice President

456-2222

456-2601

456-3174



PHONENEW MEXICO

NEW MEXICO BLUE CROSS & BLUE SHIELD, INC.  
 12800 Indian School Road, N.E.  
 Albuquerque, New Mexico 87112  
 Hours: 7:45 - 4:30

FTS 8-505-291-3500  
 (Direct Dial)

SPECIAL CLAIMS: HHA

Thomas A. Levin, President  
 Arthur J. Burgess, Executive Vice President & Medicare Coordinator  
 Elisa Hamill, Director of Government Programs

NEW YORK

EMPIRE BLUE CROSS AND BLUE SHIELD  
 622 Third Avenue, New York, New York 10017  
 Hours: 8:30 - 4:30

FTS 8-212-490-5435  
 (Direct Dial)

Edwin Werner, Chairman of the Board & Ch. Exec. Officer  
 Albert A. Cardone, Deputy Chairman  
 Harvey W. Friedman, Vice President, Government Programs

490-5435  
 490-7070  
 490-5577

CLAIMS PROCESSING SITE

MEDICARE PART A CLAIMS PROCESSING  
 P.O. Box 4846, Syracuse, New York 13221  
 Hours: 8:00 - 4:15

FTS 8-315-474-4121  
 (Direct Dial)

Harvey W. Friedman, Vice President, Government Programs

490-5577

NORTH CAROLINA

BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA  
 P.O. Box 2291, Durham, North Carolina 27702  
 (Street Address: 5901 Chapel Hill Boulevard  
 Durham, North Carolina 27707  
 Hours: 8:00 - 4:30

FTS 8-919-688-5528  
 (Direct Dial)

Thomas A. Rose, President  
 Stuart M. Sessoms, M.D., Senior Vice President  
 Robert M. Ward, Vice President of Provider Relations  
 & Government Programs

NORTH DAKOTA

BLUE CROSS AND BLUE SHIELD OF NORTH DAKOTA  
 4510 13th Avenue, S.W., Fargo North Dakota 58121  
 Hours: 8:00 - 4:30

FTS Operator 8-783-5771

Mayo Christianson, President  
 Fred H. Meyers, Exec. Vice President and Chief Operating Officer  
 David Cummings, Medicare Coordinator, Manager for Medicare A

282-1325  
 282-1209  
 282-1220

PHONEOHIOCOMMUNITY MUTUAL INSURANCE COMPANY

Atrium Two, Suite 2600, 221 E. Fourth Street  
Cincinnati, Ohio 45202

Hours: 8:30 - 4:30

FTS 8-513-872-8100  
(Direct Dial)

Dwane Houser, President and Chief Executive Officer  
Thomas C. Mowry, Vice President, Government Programs  
Richard Erb, Medicare Coordinator  
Roger Parker, Sr. Vice President, Operations  
Vito Checchio, Audit & Reimbursement

977-8811  
852-4230  
852-4288  
977-8899  
852-4330

OKLAHOMAGROUP HEALTH SERVICE OF OKLAHOMA, INC.

1215 South Boulder Avenue, Tulsa Oklahoma 74119

Hours: 8:00 - 4:45

FTS 8-918-583-0861  
(Direct Dial)

Ralph S. Rhoades, President  
Peggy Risinger, Vice President, Government Programs

OREGON AND IDAHOBLUE CROSS AND BLUE SHIELD OF OREGON

100 S.W. Market Street, P.O. Box 1271, Portland, Oregon 97201

Hours: 8:30 - 5:00

FTS 8-503-225-5300  
(Direct Dial)

Solomon Menashe, President  
Richard Woolworth, Executive Vice President, Internal Operations  
James E. Verdick, Vice President, Government Programs

255-5220  
225-5206  
225-5362

PENNSYLVANIABLUE CROSS OF GREATER PHILADELPHIA

1333 Chestnut Street, Philadelphia, Pennsylvania 19107

Hours: 8:15 - 4:30

FTS 8-215-448-5000  
(Direct Dial)

Counties of Philadelphia, Bucks, Montgomery, Chester, & Delaware

SPECIAL CLAIMS: HHA

David Markson, President  
Eugene Ott, Sr. Vice President, Provider Affairs & Medicare Admin.  
George W. Gannon, Sr. Vice President, Finance & Treasurer  
Thomas J. McElvogue, Vice President, Govt & Special Programs

448-5204  
448-5265  
448-5340  
448-5707

PHONEPENNSYLVANIA (Cont'd)

BLUE CROSS OF WESTERN PENNSYLVANIA  
 One Smithfield Street, Pittsburgh, Pennsylvania 15222  
 Hours: 8:30 - 4:45

FTS 8-412-255-7000  
 (Direct Dial)

Pennsylvania Counties other than those listed for Blue Cross of Philadelphia

## SPECIAL CLAIMS: RHC

Eugene J. Barone, President	255-8250
Robert J. Schuler, Senior Vice President of Finance	255-8228
Lawrence T. Miller, Vice President, Government Programs	255-7351

RHODE ISLAND

BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND  
 444 Westminster Mall, Providence, Rhode Island 02901

FTS 8-401-272-8500  
 (Direct Dial)

Douglas J. McIntosh, President  
 George Schobel, Vice President, Government Programs

SOUTH CAROLINA

BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA  
 Fontaine Business Center, 300 Arbor Lake Drive  
 Suite 1300, Columbia, South Carolina 29223  
 Hours: 8:00 - 4:30

FTS 8-803-754-1968  
 (Direct Dial)

## SPECIAL CLAIMS: HHA, P/E

Joseph F. Sullivan, President  
 \* William R. Horton, Vice President, Medicare Operations  
 \* Direct Correspondence to Mr. William R. Horton

SOUTH DAKOTA

(See Blue Cross of Western Iowa & South Dakota)

TENNESSEE

BLUE CROSS AND BLUE SHIELD OF TENNESSEE  
 801 Pine Street, Chattanooga, Tennessee 37402  
 Hours: 8:00 - 4:15

FTS 8-615-755-5600  
 (Direct Dial)

## SPECIAL CLAIMS: RHC

James R. McGuff, President  
 William A. Nuckols, Sr., Executive Vice President, Chief Administrative Officer  
 Wesley Sorrow, Vice President, Finance  
 Robert Wortman, Executive Vice President, Internal Affairs  
 David L. Deal, Director, Government Programs



TEXAS

BLUE CROSS AND BLUE SHIELD OF TEXAS, INC.  
 901 South Central Expressway, P.O. Box 833815  
 Richardson, Texas 75083-3815  
 Hours: 7:30 - 4:00

FTS 8-214-669-7000  
 (Direct Dial)

John D. Melton, President  
 Jeffery Langmead, Senior Vice President  
 Vernon Walker, Vice President, Comptroller

669-6009  
 689-7265  
 669-6191

DALLAS OFFICE

P.O. Box 660030, Dallas, Texas 75266-0030  
 Edwin D. Langford, Division Manager, Provider Reimbursement  
 Lelia Wright, Division Manager, Medicare

669-7300  
 669-7414

UTAH

BLUE CROSS AND BLUE SHIELD OF UTAH  
 2455 Parley's Way, P.O. Box 30270  
 Salt Lake City, Utah 84130  
 Hours: 8:30 - 4:30

FTS 8-801-487-6441  
 (Direct Dial)

Jed Pitcher, President and Chief Executive Officer  
 C. David Kikumoto, Vice President, Finance  
 Reid Greenwood, Vice President, Benefit Administration  
 and Government Programs (Medicare Coordinator)

VERMONT

NEW HAMPSHIRE-VERMONT HEALTH SERVICE  
 Two Pillsbury Street, Concord, New Hampshire 03301  
 Hours: 8:00 - 4:30

FTS 8-603-224-9511  
 (Direct Dial)

SPECIAL CLAIMS: RHC

Frank Jillson, President  
 William Regan, Vice President, Medicare Claims/Utilization

VIRGINIA

BLUE CROSS AND BLUE SHIELD OF VIRGINIA  
 2015 Staples Mill Road, P.O. Box 27401  
 Richmond, Virginia 23279  
 Hours: 8:30 - 4:30

FTS Operator 8-937-6011  
 (804) 359-7000

All, except for City of Alexandria and Counties of Arlington and  
 Fairfax (See District of Columbia)

Lee Chapman, President  
 Paul S. Keyser, Director, Federal Programs  
 Timothy Brown, Director, Reimbursement

359-7485  
 359-7496  
 261-1541

PHONEWASHINGTON

BLUE CROSS OF WASHINGTON AND ALASKA  
7001 - 220th S.W., P.O. Box 327  
 Mountlake Terrace, Washington 98043  
 Hours: 8:30 - 5:00

FTS 8-206-771-0286  
 (Direct Dial)

Donald Lockwood, President  
 Ed Freutel, Vice President, Federal Programs  
 Janet Russell, Manager, Federal Programs

361-3389  
 771-0295  
 771-0299

WEST VIRGINIA

BLUE CROSS/BLE SHIELD OF WEST VIRGINIA, INC.  
P.O. Box 231, Charleston, West Virginia 25325  
 (For Express Mail: 200 Kanawha Boulevard East  
 Charleston, West Virginia 25301)

FTS 8-304-347-7600

Hours: 8:30 - 4:30

James W. Heaton, President  
 Carl Callison, Group Vice President  
 Tom Cunningham, Medicare Claims Manager  
 Fritz Moore, Vice President, Medicare Operations

347-7770  
 347-7642  
 347-7656  
 347-7643

WISCONSIN

BLUE CROSS BLUE SHIELD UNITED OF WISCONSIN  
P.O. Box 2025, Milwaukee, Wisconsin 53201  
 (Street Address: 401 West Michigan Street  
 Milwaukee, Wisconsin 53201)

FTS Operator 8-362-0111  
 (414) 226-5000

Hours: (Winter) 8:00 - 4:30  
 (Summer) 7:45 - 4:30 (Mon. - Thur.)  
 7:45 - 1:30 (Fri.)

E. Everett Edwards, President  
 Jac Amerell, Vice President, Finance, and Controller  
 Thomas Gazzana, Senior Group Executive  
 Norman Keller, Vice President, Govt. Program Administrator  
 Dennis Krueger, Manager, Medicare Claims  
 Larry Pierzchalski, Senior Manager, Provider Audit

226-6216  
 226-5807  
 226-6210  
 226-5084  
 226-5252  
 226-6991

WYOMING

BLUE CROSS & BLUE SHIELD OF WYOMING  
4000 House Avenue, P.O. Box 2266, Cheyenne, Wyoming 82001  
 Hours: 8:00 - 5:00

FTS 8-307-634-1393  
 (Direct Dial)

Charles E. Chapman, President, Medicare Coordinator  
 Lloyd Wilder, Senior Director of Federal Programs

PART II - BLUE SHIELD PLANSPHONEALABAMABLUE CROSS AND BLUE SHIELD OF ALABAMA

450 Riverchase Parkway, East, Birmingham, Alabama 35298

Hours: 8:00 - 4:45

FTS 8-205-988-2100  
(Direct Dial)

William H. Mandy, President and Chief Executive Officer	988-2118
E.G. Thrasher, Executive Vice President	988-2116
Charles R. Hartsell, Sr. Vice Pres. of Claims and Legislative Affairs	988-2126
Norman Love, Director, Federal Programs	988-2137
Mike Fecher, Manager, Medicare B Claims	988-2777

ARKANSASARKANSAS BLUE CROSS AND BLUE SHIELD, INC.

601 Gaines Street, Little Rock, Arkansas 72203

Hours: 8:00 - 4:45

FTS Operator 8-740-5011  
378-2334

George K. Mitchell, M.D., President	378-2133
H. T. Gardner, Executive Vice President	378-2135
W. B. Tucker, Jr., Senior Vice President, Finance	378-2208
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Gerald James, Vice President, Government Programs	378-2334
Alec Smith, Controller	378-2141
Theresa Milligan, Government Programs Coordinator	378-2078
Sharon Allen, Vice President, Medical Services	378-2145
Dr. Robert Benefield, Medical Director	378-2356

CALIFORNIACALIFORNIA PHYSICIANS SERVICE

(d/b/a BLUE SHIELD OF CALIFORNIA)

P.O. Box 7013, Zip 94120

(Street Address: No. 2 Northpoint

San Francisco, California 94120)

Hours: 7:45 - 4:30

FTS 8-415-445-5087  
(Direct Dial)

Thomas C. Paton, President	445-5087
Charles W. Stewart, Executive Vice President	445-5097
Marcel Green, Vice President, Government Programs	445-5646
Diane Jiminez, Manager, Medicare Liaison	445-5619



PHONECOLORADO

ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICE  
 (d/b/a BLUE CROSS AND BLUE SHIELD OF COLORADO)  
 700 Broadway, Denver, Colorado 80273  
 Hours: 8:00 - 4:30

FTS 8-303-831-2134  
 (Direct Dial)

Don Blanchard, President	831-2818
John R. Galbraith, Senior Vice President, Operations	831-2802
Tom Gillgannon, Vice President, Government Operations	831-2788
William M. Gooden, Vice President, Finance	831-2647
James Wanebo, Director, Medicare Claims	831-2943
Susan Schutte, Director, Medicare Services	831-2276

DELAWARE (See Pennsylvania Blue Shield)

DISTRICT OF COLUMBIA (See Pennsylvania Blue Shield)

FLORIDA

BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.  
 P.O. Box 1798, Jacksonville, Florida 32231  
 (Street Address: 532 Riverside Avenue  
 Jacksonville, Florida 32202)  
 Hours: 8:00 - 4:30

FTS 8-904-791-6111  
 (Direct Dial)

William E. Flaherty, President  
 Antonio Favino, Sr. Vice President, Govt. Programs Operations  
 Steven C. Davis, Vice President, Medicare, Part B  
 Karen Huber, Director, Quality and Technical Services  
 Henry Douglas, Director of Communications  
 Jeff Hinson, Director of Claims  
 Curtis Lord, Director, Administrative Services and Health Services Data

ILLINOIS

HEALTH CARE SERVICE CORPORATION  
 233 North Michigan Avenue, Chicago, Illinois 60601  
 Hours: 8:00 - 4:00

FTS 8-312-938-6206  
 (Direct Dial)

S. Martin Hickman, President and Chief Executive Officer	938-6817
Charles Goulet, Executive Vice President	938-6498
John F. Nutting, Vice President, Govt. Contracts Div.	938-6209
Kathleen Schaub, Medicare Coordinator	938-6206
William Gowen, Director, Medicare B (Marion, Illinois)*	618-997-2315
Ann Shannon, Director, Medicare, Part B	938-7474

\*MARION FACILITY  
 P.O. Box 995, Marion, Illinois 62959

INDIANAASSOCIATED INSURANCE COMPANIES, INC.

(d/b/a BLUE CROSS AND BLUE SHIELD OF INDIANA)  
 8320 Craig Street, Suite 100  
 Indianapolis, Indiana 46250-0453  
 Hours: 8:00 - 4:15

FTS 8-317-841-4425  
 (Direct Dial)

Richard C. Kilborn, Chief Operating Officer  
 Michael B. Henning, Sr. Vice President, Government Business  
 Marsha Barker, Medicare Coordinator  
 William Scott, Director, Medicare Part B

263-4610  
 841-4401  
 841-4405  
 841-4514

IOWA AND NEBRASKABLUE SHIELD OF IOWA

636 Grand Avenue, Station 28, Des Moines, Iowa 50309  
 Hours: 8:00 - 4:30

FTS 8-515-245-4618  
 (Direct Dial)

D. Eugene Sibery, President  
 William A. Stauffer, Executive Vice President  
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KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.

P.O. Box 239, 1133 Topeka Boulevard, Topeka, Kansas 66601  
 Hours: 8:00 - 4:30

FTS 8-913-232-1000  
 (Direct Dial)

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 Jay Lohmann, Vice President, Govt. Programs & Community Affairs  
 Douglas L. Burbach, Controller

KENTUCKYBLUE CROSS AND BLUE SHIELD OF KENTUCKY, INC.

100 East Vine Street, 6th Floor, Lexington, Kentucky 40517  
 Hours: 8:00 - 4:30

FTS 8-606-233-1436  
 (Direct Dial)

G. Douglas Sutherland, President  
 Michael Warman, Director, Medicare, Part B  
 Frank F. Broadus, Jr., Vice President, Govt. Programs

LOUISIANA

(See Arkansas Blue Cross and Blue Shield, Inc.)

MAINE

(See Blue Shield of Massachusetts, Inc.)

PHONEMARYLAND

BLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.  
 700 East Joppa Road, Towson, Maryland 21204  
 Hours: 8:00 - 4:15

FTS 8-301-992-3311  
 494-5555

Carl J. Sardegna, President  
 James T. Thornton, Sr. Vice President, Operations  
 Glenn A. Shimmel, Sr. Director, Medicare Operations

494-5252  
 494-5936  
 561-4021

All Maryland counties except Prince Georges and Montgomery

MASSACHUSETTS, MAINE, VERMONT & NEW HAMPSHIRE

BLUE SHIELD OF MASSACHUSETTS, INC.  
 100 Summer Street, Boston, Massachusetts 02110

FTS 8-617-956-3414  
 (Direct Dial)

Massachusetts Operation

John Larkin Thompson, President and Treasurer  
 Louis J. Resca, Jr., Vice President, Government Programs  
 John DeAmicis, Assistant Vice President, Government Programs

Maine Operations

956-2130

Maryellen Lydell, Division Director, Boston/Maine Operations  
 Blue Shield of Massachusetts-Maine  
 Medicare Claims  
 P.O. Box 2410  
 Boston, Massachusetts 02208

Maine Medicare B Operations

FTS 8-207-282-5991  
 (Direct Dial)

Paul Duplinsky, Program Manager  
 3 Landry Street, Biddeford, Maine 04405

MICHIGAN

BLUE CROSS AND BLUE SHIELD OF MICHIGAN  
 600 Lafayette East, Detroit, Michigan 48226  
 Hours: 8:30 - 4:45

FTS 8-313-225-8200  
 (Direct Dial)

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 Donald G. Puscas, President  
 John Higbee, Vice President, Government Business  
 Carolyn Thomason, Director, Government Programs  
 Nancy Weigandt, Manager, Govt. Business Relations

225-0531  
 225-0538  
 225-0860  
 225-8335  
 225-8338



MINNESOTA

BLUE CROSS AND BLUE SHIELD OF MINNESOTA  
P.O. Box 64357, St. Paul, Minnesota 55164  
(Street Address: 3535 Blue Cross Road  
St. Paul, Minnesota 55164

FTS 8-612-456-8000  
(Direct Dial)

Hours: 8:15 - 4:30

Andrew J. Czajkowski, President 456-8400  
Norman C. Storbakken, Group Vice President and Chief Financial Officer 456-8040  
Jennifer Joy Bahnemann, Director, Govt. Programs 456-8601

MISSOURI

BLUE CROSS AND BLUE SHIELD OF KANSAS CITY  
P.O. Box 169, Kansas City, Missouri 64141  
Hours: 8:00 - 4:30

FTS 8-816-561-2300  
(Direct Dial)

Richard P. Kreckler, President  
Roger Crain, Vice President, Claims

MONTANA

BLUE CROSS AND BLUE SHIELD OF MONTANA, INC.  
P.O. Box 4309, 404 Fuller Avenue, Helena, Montana 59601  
Hours: 8:00 - 5:00

FTS Operator 8-585-5011  
444-8200

Alan F. Cain, President  
\* Hal Rawson, Vice President, Planning and Govt. Operations  
Marsha Vanderhoff, Supervisor of Medicare Claims Entry  
Evelyn Nikolaisen, Medicare Claims Administrative Manager

\*Medicare Coordinator

NEBRASKA

(See Blue Shield of Iowa)

NEW HAMPSHIRE

(See Blue Shield of Massachusetts, Inc.)

PHONENEW YORK

BLUE SHIELD OF WESTERN NEW YORK, INC.  
 298 Main Street, Buffalo, New York 14202  
 Hours: 8:15 - 4:30

FTS 8-716-849-6981  
 (Direct Dial)

John T. Manyon, President  
 Henry F. Becker, Senior Vice President, External Operations

849-6981  
 849-8984

Upstate Medicare Division  
 7-9 Court Street, Binghamton, New York 13901  
 Hours: 7:00 - 5:00

FTS 8-607-772-9264  
 (Direct Dial)

Jerry Maciejewski, Vice President, Upstate Medicare Div.

772-9264

EMPIRE BLUE CROSS AND BLUE SHIELD  
 622 Third Avenue, New York, New York 10017  
 Hours: 8:30 - 4:30

FTS 8-212-490-5435  
 (Direct Dial)

Edwin R. Werner, Chairman of the Board and Chief Exec. Officer  
 Albert A. Cardone, Deputy Chairman  
 Harvey W. Friedman, Vice President, Government Programs

490-5435  
 490-7070  
 490-5577

NORTH DAKOTA AND SOUTH DAKOTA

BLUE CROSS AND BLUE SHIELD OF NORTH DAKOTA  
 4510 13th Avenue, S.W., Fargo, North Dakota 58121  
 Hours: 8:00 - 4:30

FTS Operator 8-783-5771  
 282-1100

Mayo Christianson, President  
 \* LeNoel Lichtsinn, Vice President, Government Programs & Claims

282-1325  
 282-1329

\*Medicare Coordinator

PENNSYLVANIA

PENNSYLVANIA BLUE SHIELD  
 P.O. Box 65, Camp Hill, Pennsylvania 17011  
 (For Express Mail: 1800 Center Street, Camp Hill, PA 17011)  
 Hours: 8:30 - 4:45

FTS 8-717-763-3151  
 (Direct Dial)

PART B - PENNSYLVANIA, DELAWARE, DISTRICT OF COLUMBIA

Leroy K. Mann, President  
 Robert B. Edmiston, M.D., Sr. Vice President, Professional Afirs.  
 William E. Keller, Sr. Vice Pres., Govt. Business Unit  
 Robert E. Patterson, Senior Vice President, Finance and Legal  
 Edward R. Thoms, Vice President, Medicare Claims  
 Lois Vanorden, Manager, Government Programs Utilization  
 Everett F. Bryant, Vice President, Medicare Support Service

763-3200  
 763-3312  
 763-3201  
 763-3802  
 763-3495  
 763-3206  
 763-3919

PHONEPUERTO RICOSEGUROS de SERVICIO de SALUD de PUERTO RICO, INC.

GPO Box 3628, San Juan, Puerto Rico 00936-3628  
 (Street Address: 431 Ponce de Leon Ave.

Aatonrey, Puerto Rico 00918

Hours: 8:00 - 4:30

FTS 8-809-753-7550  
 (Direct Dial)

Lic. Frank Fournier, President

Ext. 114

Leopoldo Mercado, Esq., Executive Vice President

Ext. 115

Edil Sanchez, Medicare Coordinator

Ext. 118

RHODE ISLANDBLUE CROSS AND BLUE SHIELD OF RHODE ISLAND

444 Westminster Mall, Providence, Rhode Island 02901

FTS 8-401-272-8500  
 (Direct Dial)

Douglas J. McIntosh, President

George Schobel, Vice President, Government Programs

SOUTH CAROLINABLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA

Fontaine Business Center, 300 Arbor Lake Drive  
 Suite 1300, Columbia South Carolina 29223

Hours: 8:00 - 4:30

FTS 8-803-754-1968  
 (Direct Dial)

Joseph F. Sullivan, President

Carolyn Bankhead, Vice President, CHAMPUS Program

\* William R. Horton, Vice President, Medicare Operations

Rusha Martin, Senior Director, CHAMPUS Claims

\* Direct correspondence to Mr. William R. Horton

SOUTH DAKOTA (See Blue Shield of North Dakota)TEXASBLUE CROSS AND BLUE SHIELD OF TEXAS, INC.

901 South Central Expressway, P.O. Box 833815

Richardson, Texas 75083-3815

Hours: 7:30 - 4:00

FTS 8-214-669-7000  
 (Direct Dial)

John D. Melton, President

669-6009

Jeffery Langmead, Senior Vice President

689-7265

Vernon Walker, Vice President, Comptroller

669-6191

DALLAS OFFICE

P.O. Box 660030, Dallas, Texas 75266-0030

Lelia Wright, Division Manager, Medicare

689-7266



PHONEUTAH

BLUE CROSS AND BLUE SHIELD OF UTAH  
 2455 Parley's Way, P.O. Box 30270, Medicare B  
 Salt Lake City, Utah 84130  
 Hours: 8:30 - 4:30

FTS 8-801-487-6441  
 (Direct Dial)

Jed Pitcher, President and Chief Executive Officer  
 C. David Kikumoto, Vice President, Finance  
 Reid Greenwood, Vice President, Benefit Administration  
 & Government Programs

VERMONT (See Blue Shield of Massachusetts, Inc.)

WASHINGTON

WASHINGTON PHYSICIANS SERVICE  
 4th & Battery Bldg. - 6th Floor  
 2401 - 4th Avenue, Seattle, Washington 98121  
 Hours: 8:00 - 5:00

FTS 8-206-441-9370  
 (Direct Dial)

Jack W. C. Heath, President  
 Kenneth Nelson, Vice President  
 Gisela Wisskirchen, Manager, Medicare Administration

443-6303  
 443-6335  
 443-6356

WISCONSIN

WISCONSIN PHYSICIANS' SERVICE INSURANCE CORP.  
 1717 West Broadway, Monona, Wisconsin 53713  
 Mailing Addresses:

FTS Operator 8-364-5000  
 (608) 221-4711

P.O. Box 1787, Madison, Wisconsin 53701 (Claims)  
 P.O. Box 8190, Madison, Wisconsin 53715 (Administration)  
 Hours: (Winter) 7:25 - 4:00  
 (Summer) 7:10 - 4:15 (Mon. - Thurs.)  
 7:10 - 11:10 (Fri.)

Mahlon Bontrager, President  
 William Schweers, Vice President, Operations  
 Ned Boston, Director, Medicare Administration  
 Mary Strobe, Manager, Claims Operations  
 Dane Baker, Manager, Support Operations

Ext. 350  
 Ext. 305  
 Ext. 400  
 Ext. 421  
 Ext. 407

PART III - COMMERCIAL, INDEPENDENTPHONE

AETNA LIFE AND CASUALTY COMPANY (Home Office)

FTS 8-203-273-0123  
(Direct Dial)Medicare Administration - M323151 Farmington Avenue, Hartford, Connecticut 06156

PART A - All States except Alaska, Maine and Rhode Island

PART B - Oklahoma, Arizona, Nevada, Alaska, Oregon, Hawaii  
Guam, Samoa, New Mexico

SPECIAL CLAIMS: HHA, RHC, OPA, HL

William Bailey, President

Robert B. Martin, Vice President, Claims, Employee Benefits Division

James Sullivan, Asst. Vice President, Medicare Admin.

636-5613

Peggy Nail, Director, Part A

636-5643

Robert Weingartner, Medicare Admin., Group Division

"Audit and Reimbursement"

636-5613

Robert Champagne, Director, Part B Medicare Operations

636-5669

Kenneth K. Kerns, Manager, Medicare Administration

Fiscal Management, Planning &amp; Personnel

636-5671

FIELD OFFICES - PART A

677-8513

William F. Doyle, Regional Manager

Medicare Claims Administration (Connecticut)

270 Farmington Avenue, Bldg 4, 2nd Floor

(Post Office Box 329)

Farmington, Connecticut 06032

Paul A. Klopfenstein, Regional Manager

Mike Clark, Central Regional Manager, Provider Audit

1913 North Knoxville Ave.

P.O. Box 1702, Peoria, IL 61656

Hours: 7:00 - 4:00

FTS 8-309-686-2310  
(Direct Dial)

686-2320

Sharon Bowden, Superintendent

Internal Operations

4600 Kietzke Lane, Bldg. F

Reno, Nevada 89510

(P.O. Box 7290)

Hours: 8:00 - 4:15

(For Aetna in general, call)

FTS 8-702-825-2300  
(Direct Dial)FTS 8-215-643-7200  
(Direct Dial)

AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART A (Continued)

Gerald G. Livesey, Manager, Claims Administration  
Dennis Phipps, Manager, Audit and Reimbursement  
Fort Washington P.O. Drawer 548  
Fort Washington, Pennsylvania 19034  
Hours: 8:00 - 4:30

FTS 8-215-643-7200  
(Direct Dial)

Eileen Pagnotto, Asst. Manager, External Operations  
& Medical Review  
Gary Grant, Asst. Manager, Internal Operations

Pat Taormino, Regional Manager  
Medicare Benefits Administration  
California Pacific Professional Center  
941 Transport Way  
Petaluma, California 94952  
Hours: 8:00 - 4:15

FTS 8-707-763-5455  
(Direct Dial)

Sheldon Grossman, Mgr., Audit & Reimbursement  
Northgate Office Building  
9750 Third Avenue, N.E. (P.O. Box C25902)  
Seattle, Washington 98125  
Hours: 7:45 - 3:30

FTS 8-206-527-4014  
(Direct Dial)

AUDIT/REIMBURSEMENT

Ricardo R. Yumul, Manager  
Audit & Reimbursement Administration  
Provider Audit Department  
941 Transport Way  
Petaluma, California 94952

FTS 8-707-763-6553  
(Direct Dial)

Edward Rogers, Manager  
Medicare Claims Administration  
Medicare Provider Audit Reimbursement  
341 Broad Street  
Windsor, Connecticut 06095

FTS 8-203-688-7554  
(Direct Dial)

Rolando Rios, Manager  
Provider Audit/Reimbursement  
2280 U.S. Highway 19 North, Suite 144  
Clearwater, Florida 33575-2699  
Hours: 8:00 - 4:10

FTS 8-813-796-5666  
(Direct Dial)

AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART A - AUDIT/REIMBURSEMENT (Continued)

Jalil A. Jalil, Manager  
 Medicare Claims Administration  
 Audit & Reimbursement  
 O'Hare Office Building 11, Suite 710  
 10600 West Higgins Road  
 Rosemont, Illinois 60018  
 Hours: 8:00 - 4:00

FTS 8-312-296-9225  
 (Direct Dial)

Norman Moore, Administrator  
 Medicare Audit Reimbursement  
 Provider Audit Department  
 1515 E. Tropicana Avenue, Suite 775  
 (P.O. Box 19140)  
 Las Vegas, Nevada 89119

FTS 8-702-736-1790  
 (Direct Dial)

Dennis Phipps, Manager  
 Provider Audit P.O. Box 548 - Zip 19034)  
 Medicare Address:  
 500 Office Centre Building  
 Fort Washington Office Center  
 Fort Washington, Pennsylvania 19034

FTS 8-215-643-7200  
 (Direct Dial)

Joe Padre, Manager  
 Medicare Audit & Reimbursement Department  
 6350 Laurel Canyon Boulevard, Suite 305  
 North Hollywood, California 91606

FTS 8-213-769-0600  
 (Direct Dial)

FIELD OFFICES - PART B

Rufus O. Sadler, Manager  
 Medicare Claims Division  
 P.O. Box 37200  
 10000 N. 31st Avenue  
 Phoenix, Arizona 85069  
 Hours: 8:00 - 4:20

FTS 8-602-870-6203  
 (Direct Dial)

Jackson Lee, Manager  
 Medicare Claims Division (Bishop Trust Bldg.  
 P.O. Box 3947 1000 Bishop St.)  
 Honolulu, Hawaii 96812  
 Hours: 7:00 - 4:20

FTS 8-808-524-1240  
 (Direct Dial)

Fred C. Bush, Manager  
 Medicare Claims Administration  
 701 Northwest 63rd Street  
 Third Floor  
 Oklahoma City, Oklahoma 73116  
 Hours: 7:45 - 4:00

FTS 8-405-848-7711  
 (Direct Dial)



AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART B (Continued)

Don D. Stiller, Manager  
 Medicare Claim Administration  
 200 S.W. Market Street  
 Portland, Oregon 97201  
 Hours: 8:00 - 4:05

FTS 8-503-222-6831  
 (Direct Dial)

COOPERATIVA de SEGUROS de VIDA de PUERTO RICO  
GPO Box 3428, San Juan, Puerto Rico 00936-3428  
 (Street Address: 400 Amerigo Miranda Avenue  
 San Juan, Puerto Rico 00936)

FTS 8-809-764-9069  
 (Direct Dial)

PART A ONLY - Puerto Rico, Virgin Islands

Gabriel Dolagaray, President  
 Maria Cristina Ortiz, Executive Vice President

764-4481  
 764-8469

EQUICOR - EQUITABLE HCA SERVICE CORPORATION (EQUICOR SERVICE)  
195 Broadway, 11th Floor, New York, New York 10007  
 Hours: 8:15 - 4:15

FTS 8-212-554-2526  
 (Direct Dial)

PART B ONLY - Tennessee, Wyoming, Idaho

Larry J. Larkin, President  
 Arthur Lifson, Vice President  
 Edward Tateosian, Director - Medicare Overall  
 Gilbert M. Reich, Chairman of the Board

618-5610  
 618-5366

FIELD OFFICES

Joseph E. Karpach, Field Director  
 P.O. Box 8048, 3131 State Street  
 Boise, Idaho 83707  
 Hours: 8:30 - 4:30

FTS 8-208-342-7763  
 (Direct Dial)  
 342-6032

N. Michael Brown, Director  
 P.O. Box 1465  
 Nashville, Tennessee 37202  
 Hours: 8:00 - 4:00

FTS 8-615-244-5600  
 (Direct Dial)

James Allison, Field Director (Medicare Coordinator)  
 Helen McCall, Administrative Manager  
 P.O. Box 628, 102 Indian Hills Shopping Center  
 Cheyenne, Wyoming 82001  
 Hours: 7:15 - 3:30

FTS Operator 8-328-1110  
 632-9382  
 After 3 P.M. 632-9383

PHONEGENERAL AMERICAN LIFE INSURANCE COMPANY

P.O. Box 505, St. Louis, Missouri 63166  
 (Street Address: 13045 Tesson Ferry Road,  
 St. Louis County, Missouri 63128)  
 Hours: 8:00 - 4:30

FTS 8-314-843-8700  
 (Direct Dial)

## PART B ONLY - Missouri

H. Edwin Trusheim, President  
 Walter Schultz, Second Vice President,  
 Group Development and Administration

GROUP HEALTH INCORPORATED

330 West 42nd Street, New York, New York 10036  
 Hours: 8:30 - 5:30 (Mon. thru Thursday)

FTS 8-212-760-6491  
 (Direct Dial)

## PART B ONLY - Queens County, NY

Frank Branchini, President  
 James E. Ryan, Vice President & Director, Medicare Overall

760-6678  
 760-6435

HAWAII MEDICAL SERVICE ASSOCIATION

818 Keeaumoku  
 Post Office Box 860  
 Honolulu, Hawaii 96808  
 Hours: 7:30 - 4:15

FTS 8-808-944-2324  
 (Direct Dial)

## PART A ONLY - Hawaii, Guam, Samoa

Marvin B. Hall, President  
 Robert Hiam, Sr. Vice President  
 Gwen Miyasato, Asst. Vice President, Government Programs

944-3578  
 944-3580  
 944-2403

MUTUAL OF OMAHA INSURANCE COMPANY

P.O. Box 1602, Omaha, Nebraska 68101  
 (Street Address: 3101 Dodge Street  
 Omaha, Nebraska 68131)  
 Hours: 8:00 - 4:30

FTS 8-402-978-2860  
 (Direct Dial)

PART A ONLY - Alabama, Georgia, Florida, Louisiana, Texas,  
 Nebraska, Iowa, Kansas, California, Maryland,  
 District of Columbia, Virginia, North Carolina,  
 South Carolina, Oklahoma, West Virginia



PHONEMUTUAL OF OMAHA INSURANCE COMPANY (Continued)

J.D. Minton, President  
 Donald J. Goaley, Senior Exec. Vice President  
 Ben H. Patterson, Vice President, Dir., Medicare Admin.  
 Lewis O. White, Asst. Vice President, Director, Field Operations  
 Richard Bath, 2nd Vice President, Director, Medicare Operations  
 James Schmitz, 2nd Vice President, Director, Audit & Reimbursement  
 Frank Kiblinger, Regional Medicare Manager

FIELD OFFICES

Stella Bulinsky, Regional Medicare Manager FTS 8-202-393-6200  
 Mutual of Omaha Insurance Company (Direct Dial)  
 1700 Pennsylvania Avenue, Suite 500  
 Washington, D.C. 20006  
 Hours: 9:00 - 4:45

Bill Yarletz, Regional Medicare Manager FTS 8-916-481-4700  
 Mutual of Omaha Insurance Company (Direct Dial)  
 Suite 223, 2740 Fulton Avenue  
 Sacramento, California 95821  
 Hours: 8:00 - 4:45

Bill Otto, Regional Medicare Manager FTS 8-404-434-6931  
 Mutual of Omaha Insurance Company (Direct Dial)  
 2814 New Springs Road, Suite 200  
 Atlanta, Georgia 30339

Guy A. Trigg, Regional Medicare Manager FTS 8-214-386-4061  
 Mutual of Omaha Insurance Company (Direct Dial)  
 Suite 690  
 13612 Midway Road  
 Dallas, Texas 75244  
 Hours: 8:00 - 4:30

NATIONWIDE MUTUAL INSURANCE COMPANY (Home Office) FTS 8-614-249-7110  
 P.O. Box 16788 or P.O. Box 16781, Columbus, Ohio 43216 (Direct Dial)  
 (Street Address: 1 Nationwide Plaza  
 Columbus, Ohio 43216)  
 Hours: 8:00 - 4:30

## PART B ONLY - Ohio, West Virginia

John E. Fisher, General Chairman & Chief Executive Officer	249-7632
John L. Marakas, Pres., Nationwide Corp. & Nationwide Life	249-7632
Raymond L. Wilson, Sr. Vice President, Life & Health Operations	249-7040
Herb Bosen, Controller, Medicare Operations	249-7083
William P. Ramsey, Associate Vice President, Medicare Operations	249-7078
C. William Hellman, Medicare Field Operations Manager	249-7067
C. Nelson Merrell, Medicare Claims Department Manager	249-7124

NATIONWIDE MUTUAL INSURANCE COMPANY (Continued)PHONEFIELD OFFICE

P.O. Box 3183, 1207 Quarrier Street  
 Charleston, West Virginia 25332  
 Hours: 8:00 - 4:30

FTS Operator 8-924-0411  
 346-0411  
 346-1111

Betty Rickenbacker (Mrs.), District Medicare Manager

THE PRUDENTIAL INSURANCE COMPANY OF AMERICA

Tri-City Office, Drawer 471, Millville, New Jersey 08332  
 Hours: 8:00 - 4:10

FTS 8-609-293-2000  
 (Direct Dial)

SPECIAL CLAIMS: RHC, HHA, INDEPENDENT HOSPICES (East)

PART A - New Jersey

PART B - New Jersey, North Carolina, Georgia

Richard G. Horvath, Vice President, Government Programs  
 James W. Long, Vice President, Medicare A & B, Medicaid

293-2006  
 293-2001

Linwood, N.J. - Part B Office  
 P.O. Box 2222, Linwood, NJ 08221

FTS 8-609-653-2700  
 (Direct Dial)

Edward H. Hughes, Vice President, Medicare Claims

653-2944

FIELD OFFICESNORTH CAROLINA OFFICE

Medicare "B", P.O. Box 2126  
 High Point, North Carolina 27261  
 Hours: 8:00 - 4:10

FTS 8-919-884-3500  
 (Direct Dial)

C. Amos Lashley, Director

GEORGIA OFFICE

P.O. Box 546  
 Buford, Georgia 30518  
 Hours: 7:30 - 3:30

FTS 8-404-945-1661  
 (Direct Dial)

Carlos J. Creamer, Director, Medicare Part B

PHONE

TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY  
 12th at Hill Street, Los Angeles, Calif. 90054  
 (Mailing Address: P.O. Box 54905, Terminal Annex)  
 Hours: 7:00 - 5:30 (Staggered hours)

FTS 8-213-748-2311  
 (Direct Dial)

PART B ONLY - California (South)

SPECIAL CLAIMS: P/E

William Simpson, President	742-2131
Neil Bass, Vice President & Chief Medicare Admin.	742-2561
Richard Stratton, Medicare Claims Operations	742-2614
Stanley Friedman, Professional & Beneficiary Services	742-2578
George Garka, 2nd Vice President, Medicare Quality Assessment	742-2527
Barbara Koga, PEN Claims	742-2687

THE TRAVELERS INSURANCE COMPANY (Home Office)  
 One Tower Square, Hartford, Connecticut 06183  
 Hours: 8:00 - 4:30

FTS 8-203-277-0111  
 (Direct Dial)

PART A - Connecticut, New York, Michigan

PART B - Minnesota, Connecticut, Mississippi, Virginia

SPECIAL CLAIMS: RRB

E.H. Budd, Chairman of the Board  
 Richard W. McLaughlin, Executive Vice President, National Accounts Group  
 Frank W. Donahue, Vice President of Employee's Benefit Department  
 Luther E. Carter, Second Vice President, Medicare Administration

Part A

Richard S. Stuart, 2nd Vice President - Medicare Administration

Part B

Richard T. Arnold, Director - Medicare Administration

FIELD OFFICES - PART A - AUDIT/REIMBURSEMENT

Oliver Toop, Associate Medicare Manager  
 100 Barnes Road  
 Wallingford, Connecticut 06493

FTS 8-203-281-2181  
 (Direct Dial)

Mailing Address: P.O. Box 2002  
 New Haven, Connecticut 06536

David M. Gross, Associate Manager  
 1000 Travelers Tower  
 26555 Evergreen Road  
 Southfield, Michigan 48076  
 Hours: 8:00 - 4:15

FTS 8-313-423-2300  
 (Direct Dial)  
 423-2308



THE TRAVELERS INSURANCE COMPANY (Continued)FIELD OFFICES - PART A - AUDIT/REIMBURSEMENT

Robert M. Bishop, Medicare Manager  
 90 Merrick Avenue  
 P.O. Box 7004  
 East Meadows, New York 11554 (Claims Office)  
 Hours: 8:00 - 4:00

FTS 8-516-296-2150  
 (Direct Dial)

MEDICARE PART A (Audit Office)

Thomas Ryan, Assistant Manager  
 Travelers Financial Center  
 80 John Street  
 New York, New York 10038

FTS 8-212-482-5128  
 (Direct Dial)

FIELD OFFICES - Part B

William D. Lanzo, Medicare Manager  
 8120 Penn Avenue, South  
 Bloomington, Minnesota 55431  
 Hours: 8:00 - 4:15

FTS 8-612-884-7111  
 (Direct Dial)  
 Ext. 200

Keith Walton, Manager  
 4795 Interstate Highway 55, North  
 P.O. Box 22545  
 Jackson, Mississippi 39205  
 Hours: 8:15 - 4:30

FTS 8-601-982-9411  
 (Direct Dial)

Vernon L. Case, Manager - Medicare  
 P.O. Box 26463  
 Richmond, Virginia 23261-6463  
 (For Express Mail: 3600 W. Broad Street,  
 Richmond, Virginia 23230)  
 Hours: 8:00 - 4:15

FTS Operator 8-937-6011  
 (804) 254-4000

Gerald F. Godfrey, Manager - Medicare  
 100 Barnes Road  
 P.O. Box 5005  
 Wallingford, Connecticut 06493

FTS 8-203-284-0632  
 (Direct Dial)

RAILROAD RETIREMENT BOARD

844 Rush Street, Chicago, Illinois 60611

FTS 8-312-751-4600  
 (Direct Dial)

Robert S. Kaufman, Director of Retirement Claims  
 Leonard L. Besler, Supervisor, Health Insurance Operations  
 Dave Boykin, Chief, Medicare Programs Section

751-4740









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